

REQUEST FOR PROPOSAL

1081

For Price Proposals for Professional Service Contract for Books

Louisville/Jefferson Co Metro
Government, Kentucky



RFP Due: October 6, 2006, 3:00 P.M.



Champion of Service to the Public Library

1847 Mercer Road, Lexington, KY 40511
800.888.4478

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Request For Proposal

Louisville/Jefferson Co Metro Government

Bid Number: 1081

Revision: 0
Date: 18-SEP-06

Sealed bids will be received until 3.00 PM and publicly opened and all bid prices read aloud at that hour on date specified and under following conditions:

Bids received after 3.00 PM on Reply By Date will not be opened.

Bids must be signed by individuals or firms making bid. Samples to be submitted if requested. The right is reserved to select the lowest and best bid, also to reject any or all bids or any part thereof.

On proposals amounting to \$2000.00 or over, successful bidder may be required to execute and give performance bond for full amount of same by a Surety Company authorized to do business in the Commonwealth of Kentucky before order is issued.

All items quoted are considered F.O.B. Delivered, unless otherwise stated.

Mark envelope with Bid Number, Reply By Date
and Address to:

Metro Purchasing Department
617 West Jefferson Street
Louisville, KY 40202

ply By: 06-OCT-06

Description

1 Request for Price Proposals for Professional Service Contract for Books

No Pre-Bid Conference

DELIVERY TIME: In stock unprocessed 3 to 5 days

(# of days A.R.O.)

In stock processed 5 to 14 days

We guarantee all the above named goods to be first-class and equal in every particular to above specification. Delivery to be made immediately on advice of acceptance unless otherwise specified.

UNSIGNED BIDS WILL NOT BE CONSIDERED

FIRM NAME: Book Wholesalers Inc.

OFFICIAL'S SIGNATURE: 

ADDRESS: 1847 Mercer Road
Lexington, KY 40511

PHONE: 800.888.4478

DATE: 10-4-06

Public Library Specialists

BWI

A FOLLETT CORPORATION COMPANY

1847 Mercer Road
Lexington, KY 40511

Toll Free: 800.888.4478
Phone: 859.231.9789
Fax: 800.888.6319

customerservice@bwibooks.com
international@bwibooks.com

Books & Audiovisual
www.bwibooks.com

October 4, 2006

Metro Purchasing Department
617 West Jefferson Street
Louisville, KY 40202

Request for Proposal: Professional Service Contract for Books

Request for Proposal Number: 1081

Request for Proposal Due: Friday, October 6, 2006

Dear Metro Purchasing Department:

BWI is pleased to respond to the Request for Proposal for Professional Service Contract for Books.

BWI is a full service children's, young adult and adult books and audiovisual vendor whose sole purpose is to provide the highest quality service to the public library. Because of our exceptional services and products, we are uniquely qualified to complete your requirements.

BWI offers many value-added services to our public library customers including several profiled acquisition plans specifically designed for public libraries. Our Series Standing Order Plans include; Paperbacks, Easy Readers, Chapter Books, 8 x 8 Series, Graphic Novels and Nonfiction. Our SNAP (Selection Notification and Acquisition) and Awards & Best Books Plans are approval and/or firm order plans customized and profiled specifically for your library. EliteStreet is BWI's acquisition plan for adult books, large print and audio formats of Playaway, CD, and cassette in unabridged and abridged editions. These plans offer libraries an effective and easy way to acquire new children's, young adult and adult titles through advance notification, approval and/or standing firm orders.

BWI also offers a full range of customized cataloging and processing services, collection development services, and access to **TitleTales**, our *complimentary* online web based electronic title database that features the largest selection of currently available children's and young adult titles, adult titles, and audiovisual titles found anywhere.

BWI can clearly demonstrate our qualifications not only through a specific response to the Louisville Free Public Library, but also for the following reasons:

- Our singular commitment to quality children's, young adult, adult, and audiovisual materials and literature
- Our continuing commitment to the public library market
- A full complement of value-added services, *most of which are complimentary to our customers.*
- A desire to exceed customer expectations for accuracy of service and speed of delivery
- Our commitment to the industry and profession



Based on our inventory control, our production system, and our experience in fulfilling the needs of public libraries throughout the United States, BWI is confident that we can perform to your satisfaction.

Your BWI Regional Account Manager, Eileen Armour, can be reached by using our toll-free number 800-888-4478, voice mail extension 315 or by e-mail at earmour@bwibooks.com. For questions regarding this Request for Proposal, please contact Jean Lockwood at 800-888-4478, ext. 234 or by e-mail at jlockwood@bwibooks.com.

Sincerely,

A handwritten signature in cursive script that reads "Jean Lockwood".

Jean Lockwood
Bid Coordinator

REQUIREMENTS DEFINED

EXPERIENCE:

For more than 130 years, the Follett Corporation has been uniquely dedicated to education, literature and technology. Since 1873, a single Wheaton, Illinois bookstore has grown into a corporation with approximately 10,000 employees and over two billion dollars in revenue. Today, the third and fourth generations of the Follett family and thousands of dedicated employees continue to devote their lives to providing products and services that address the dynamic marketplace. Through its six specialized and autonomous divisions, Follett addresses the needs of each unique market and the communities they serve.

BWI, located in Lexington, KY, was founded in 1987 and has been serving public libraries for over 19 years. In 1997, BWI, the leading specialty wholesaler of children's and young adult materials to public libraries, joined the Follett Corporation to exclusively address the needs of public libraries worldwide.

BWI currently serves over 2,000 public libraries including most of the nation's largest systems. Examples of large urban areas with multiple branches that are served by BWI include Los Angeles, San Francisco, Miami-Dade, Brooklyn, New York, Dallas, Phoenix, Indianapolis and Cleveland. BWI serves 154 library customers with material budgets over one million dollars.

Currently, BWI employs over 300 employees and ships on average more than 25,000 materials a day. Our large Cataloging and Collection Development departments are staffed by MLS degreed, experienced professionals. BWI supplies public libraries with children's, young adult, and adult books and audiovisual materials.

REFERENCES:

1. Campbell County Public library
3920 Alexandria Pike
Cold Spring, KY 41076
Contact: Doug Williams, Head of Technical Services
Phone: 859-572-5035 ext. 26
E-mail: dwilliams@cc-pl.org
2. Lexington Public Library
140 East Main Street
Lexington, KY 40507
Contact: Cathy Howell, Manager of Technical Services
Phone: 859-231-5566
E-mail: chowell@lexpublib.org
3. Cuyahoga County Public Library
2111 Snow Road
Parma, OH 44134
Contact: Barbara Isaacs, Acquisitions Manager
Phone: 216.749.9445
E-mail: bisaacs@cuyahogalibrary.org

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PERSONNEL AND SERVICES:

1. Executive Staff:

John Nelson, President

John has been President of BWI since April 1998. He holds an AA, BA and MA in Journalism, Mass Communication, and Advertising from the University of Minnesota. Prior to BWI he was the President and owner of a Minneapolis advertising agency for over 30 years (27 of them directly involved in the national marketing of elementary and high school textbooks, college textbooks, children's and young adult books). His mission at BWI is to establish higher standards of excellence in serving the public library.

Lynne Pombles-Patrick, Sr. Vice President, Customer Services

Lynne began her career with BWI in 1994 as the Standing Order and Approval Plans Administrator. As the company grew so did her responsibilities. For 9 years she directed BWI's Collection Development Department. During part of that time she also had responsibility of BWI's Purchasing Department and Customer Service Department. Since 2003, as Sr. Vice President of Customer Services, Lynne oversees BWI's Customer Service Department, Customer Account Specifications Department, Special Projects Department and front office operations.

Vicky Townes, Vice President, Finance & Human Resources

Vicky joined BWI in February of 2001 as Director of Finance. She graduated from the University of Kentucky with a BS in accounting and is a Certified Public Accountant. Before coming to BWI, Vicky worked in state government and public accounting as an auditor for six years. She then moved to the private sector, working for a pharmaceutical consultant company for nine years as their Controller and Director of Finance.

Marie Robertson, Vice President, Technical Services

Marie had been Manager of Cataloging since 1993 and in 2002 was promoted to the position of Vice President of Technical Services. Library automation and EDI technology are her current areas of interest. Since receiving her MSLS from the University of Kentucky in 1990, her professional library experience has included being the director of a public and an academic library. She is a member of ALA, Kentucky Library Association and the Public Library Association.

John Hayes, Vice President, National Sales

John Hayes has been involved in library sales with the Follett Corporation since 1981. After majoring in Business at the University of Michigan, he started with Follett Library Book Company as a sales representative in Michigan before moving to Virginia in 1984. There he covered several Mid-Atlantic States as an Account Manager and Regional Sales Manager. John has been BWI's National Sales Vice President since 1999.

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Bonnie Dieffenbacher, Vice President, Collection Development & Purchasing

During a 27-year career with Brodart, Bonnie held management positions in purchasing, processing, cataloging, marketing, and information systems. Bonnie came to Follett from Professional Media Services in 1998 and was instrumental in establishing Follett's audiovisual services to libraries. She brings extensive database management and customer relations experience to BWI.

Chris Fathergill, Director of Operations

Chris joined the BWI team in September 2002 after several years in the grocery distribution business. Chris is a graduate from the University of Kentucky with a degree in both accounting and finance. In May 2003, he completed his Masters of Business Administration concentrating in marketing, also at UK

2. Customer Service:

BWI's Customer Service Department has a centralized customer database which provides customer account information and order status to all BWI Customer Service Representatives. All BWI customers have access to our Manager of Customer Service, Sam Gould.

Sam Gould

Phone: 800.888.4478 ext. 244
Fax: 800.888.6319
E-mail: sgould@bwibooks.com

Louisville Free Public Library's Customer Service Representative:

Julie Johnson

Phone: 800.888.4478 ext.246
Fax: 800.888.6319
Email: jjohnston@bwibooks.com

Julie will be fully dedicated to the Library's account and be readily accessible by a toll-free telephone number or email to answer questions and work with the library staff.

However, all BWI's Customer Service Representatives are available to assist all libraries. This means that the Louisville Free Public Library will always have representatives available and happy to speak with them concerning an issue or concern. Our Customer Service Representatives are authorized to handle:

- Orders, via phone – 800.888.4478
- Orders, via fax – 800.888.6319
- Orders, via mail
- Electronic orders
- Orders that are processed via e-mail through TitleTales
- Customer service issues
- Cost estimates

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- Information and materials request
- Follow-up customer phone calls

BWI provides the following modes of communication to the library:

- Toll-free phone number: 800.888.4478
- Toll-free Fax number: 800.888.6319
- Company-wide e-mail
- FTP
- Telnet
- TitleTales
- Company-wide voice mail
- BWI website: www.bwibooks.com
- Regional Account Manager – Eileen Armour

BWI's Customer Service Department is available from 8 am. – 5 pm., Monday – Friday (EST). BWI's Regional Account Manager for the Louisville Free Public Library, Eileen Armour, can also assist the library via mobile phone, voice mail as well as e-mail and:

- Is available to help outside the normal hours of the Customer Service Department.
- Will visit the library regularly and be available to visit when needed.
- Will be familiar with the contract and has in depth knowledge of library acquisitions and the workings of BWI.
- Will provide in-service training for the library staff members involved in acquisitions activities and will train them on how to use TitleTales effectively.

Eileen Armour

Phone: 800.888.4478 ext. 315
Mobile: 859.312.1800
Fax: 800.888.6319
E-mail: earmour@bwibooks.com

BWI's customer service department will guarantee a response time of 24 clock hours (Monday through Friday) for all phone calls or correspondence received for problem resolution.

BWI's customer service department will provide the Louisville Free Public Library with the following confirmation reports:

Purchase Order Acknowledgment
Cancellation Report:
Status Report:

The Library will also have a Customer Account Specifications Representative who will work closely with Eileen Armour on their account and oversee the cataloging and processing specifications.

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Kyle Bachman-Johnson

Phone: 800.888.4478 ext. 481
Fax: 800.888.6319
E-mail: kbachmanjohnson@bwibooks.com

The staff contact who will oversee the cataloging services is:

Carol Macmann, Manager of Cataloging and Bibliographic Services

Phone: 800.888.4478 ext. 366
Fax: 800.888.6319
E-mail: cmacmann@bwibooks.com

The staff contact who will oversee the processing services is:

Cherry Smith, Manager of Processing

Phone: 800.888.4478 ext. 243
Fax: 800.888.6319
E-mail: csmith@bwibooks.com

The staff contact who will help with EDI support is:

Tina Farmer, EDI Programmer

Phone: 800.888.4478 ext. 502
Fax: 800.888.6319
E-mail: tinafarmer@bwibooks.com

The staff contact who will help with TitleTales:

Dwayne Clouse, TitleTales Support – Customer Service Department

Phone: 800.888.4478 ext. 266
Fax: 800.888.6319
E-mail: dclouse@bwibooks.com

3. Collection Development:

A. Standing Order Plan

BWI's Standing Order Plan is a convenient way for you to acquire the titles that your patrons are always requesting—without all the work! You maintain control of selecting the series for your library, and BWI does the work to ensure that you don't miss a single title.

STARTING A PLAN

It's easy to begin receiving series on standing order. Simply indicate quantity needed next to each series title on the separate alphabetical order sheet. Then complete the library information and mail, fax, or telephone your request to us. If you are not already signed up for TitleTales, please do so. Simply log onto our website at www.bwibooks.com and click on the blue Register button near the bottom of the

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page. It only takes a few minutes to register. We will activate the account, and then the next day you will be using our valuable collection development and ordering tool free of charge.

MAKE CHANGES

You can make changes to a current plan at any time via—fax, telephone, or the most convenient method, online. New standing order customers will be authorized to make online changes to their standing order plan by requesting that their BWI Regional Account Manager or the Collection Development set them up. Unless otherwise stated, the contact name on your application will be the person assigned to make online changes. If you are an established standing order customer needing this authorization, please contact Collection Development to set it up. Once you are authorized, you can make online changes on TitleTales at any time.

UP-TO-DATE INFORMATION

Information regarding new and discontinued series is updated overnight on TitleTales. Visit TitleTales at www.bwibooks.com and click the Standing Orders button on the red and yellow bar. New series are listed in red type; discontinued series are listed in green. BWI is also pleased to offer a free Standing Order e-mail alert service whereby customers are notified whenever changes to series prices, frequencies, or availability occur on series they have on their plan. BWI reserves the right to charge a nominal fee for some or all of these services. Another great place to receive up-to date series information is through BWI's eNewsletter. If you are not receiving the eNewsletter, you can request to be added to the mailing list through the eNews button on the BWI website.

SHIPMENTS

Books from your Standing Order plan are shipped monthly; however, Standing Order customers with an annual plan cost estimate of \$3,500 or more are eligible for the option of having books shipped weekly. You can contact our Collection Development office to request a cost estimate if you are interested in this option, or you can view your plan's cost estimate online to see if you are eligible.

BACK ISSUES

Those of you who order for branch libraries will find the standing order grid useful because it makes it easy to see which copies go to which branches of your library. You can choose to have the bills sent to the main location or bill the branches. You can choose to ship books to the main location or to the branches. To set up a TitleTales grid, the first step is for you to contact your BWI Regional Account Manager or BWI's Customer Service Department to establish a base grid account and sub-accounts for each branch. Customer Service will then activate a Standing Order grid in TitleTales for you. The second step is to log on to your TitleTales account, click on Standing Orders, and then click on the blue Distribution button. The authorized person(s) then create the relevant fund names and codes and the agency or branch names and codes for the grid. Next choose series and assign the desired number of copies to the designated branches. It is important to submit and post the changes. The final step is to notify Collection Development at BWI so they can connect the TitleTales grid to the BWI database. Our Collection Development specialists are ready to answer any questions that you may have and can be reached by telephone at 800-888-4478, ext. 3 or by e-mail from the Contact Us section on our website.

Children and Young Adult

Paperback Series are original mass-market paperback and trade paperback, and Bee-Wee bound fiction. Other hardcover bindings are listed where they are available. This section is divided into "Primary," "Juvenile," "Early Young Adult," and "Older Young Adult" for appropriate selection. If you do not find your favorites listed, please advise BWI, and we will consider it for inclusion.

8 x 8 Series is a plan devoted to an 8 x 8 format for primary readers. If there is a 8x8 title you would like to see added to our Standing Order Plan, please contact us at 800.888.4478, ext. 3 or email us at lburns@bwibooks.com. We will research it to see if it meets our criteria for adding to the plan.

Easy Reader Series is specifically aimed at the emergent reader. Publishers frequently have "Readers" or "Early Reader" in the series title, and BWI's definition here is based largely on how the publisher markets the series. Many of these series are available in multiple bindings. Some of these series are "sub-series" of a banner series. In this case, the banner series is listed in parentheses after the series title. If you order a banner series, you will receive all sub-series, too. If you do not find your favorites listed, please advise BWI and we will consider inclusion.

Chapter Book Series are transitional literature between easy readers and juvenile fiction. They have short chapters and age-appropriate vocabulary. Many of these series are available in multiple bindings. Some of these series are "sub-series" of a banner series. In this case, the banner series is listed in parentheses after the series title. If you order a banner series, you will receive all sub-series, too. If you do not find your favorites listed, please advise BWI and we will consider inclusion.

Non-Fiction Series are factual, informational series chosen by BWI for their overall quality, as well as popularity with customers. Selections can be made from Primary, Juvenile, Early Young Adult and Older Young Adult. If you do not find your favorites listed, please advise BWI and we will consider inclusion.

Graphic Novel Series - Series in this section are "comic book" format and consist of books with panels of art work and text balloons. This section is divided into "Primary," "Juvenile," "Early Young Adult," and "Older Young Adult" for appropriate selection. If you do not find your favorites listed, please advise BWI, and we will consider them for inclusion.

SNAP – Selection Notification and Acquisition Plan

SELECTION parameters for your plan are designed by the person best qualified to do it, YOU. You tell us exactly which kinds of books you want to receive, and from what sources, by filling out a Profile Option for each component you choose to implement. Our MLS-degreed Collection Development Librarians will match your selection criteria to new titles and send those that you want to see.

NOTIFICATION of forthcoming titles is made easy via TitleTales. Whether you choose to receive books plus notification or just notification on your plan, BWI will inform you of the exact titles that are in your forthcoming "shipment".

ACQUISITION without a lot of keystrokes and without a lot of hassle! BWI makes it simple to get that "first copy" or quickly acquire those "no brainers". Additionally, through the MARC download function of TitleTales, you can escape the many unnecessary keystrokes entering title information into your acquisitions system.

PLAN? Whose plan? YOUR plan – not our plan. You design the plan that best serves the uniqueness of your library. Each of the SNAP's three components can be profiled separately, offering you detailed customization for your plan. Once you've created your plan, then rest assured that YOUR plan is being implemented by MLS degreed librarians interested in helping you acquire titles most suited for your library.

SNAP offers librarians an effective, incredibly easy way to acquire new books through either approval or standing order. The three components of the plan are uniquely designed to function individually or complement one another according to a Library's unique needs.

Publishers and Imprints

The Publishers and Imprints component is the broadest portion of SNAP. Here we offer book selection based on titles released from individual publishers or their imprints. You will be sent all the releases from a publisher or imprint, according to your selection profile. Your preference for bindings and format will be evaluated during the selection process to assure that your library gets exactly what is needed.

Review Publications

Selection of library materials through review journals is increasingly popular among librarians. BWI not only offers a wide range of reviews, but also offers two options to better meet the needs of your library. Just One Review allows you to focus on book selection based on age levels and genres. BWI will automatically send you the titles that match the profile that you have designed.

Authors and Illustrators

We offer a representative list of over 200 well-known authors and illustrators, as well as the hot new names. Choose those that are most important to your collection, or request anyone we do not have on our list. When one of your selected authors or illustrators has a new title published by one of our publishers or imprints, BWI will automatically send you your requested number of copies of that title.

BWI will prevent duplication of titles among the three plan components. If multiples are requested and a title is duplicated within portions of the plan, we will send a total of the largest amount requested.

Notification is simply providing you with advance information regarding what titles are in your upcoming "shipment." Each week as your SNAP shipment is prepared, an electronic file is created and dropped into your TitleTales account. It may be accessed by looking in Your Lists or the Book Cart. There you can see what titles are on their way to your library, view detailed title information, access full text reviews and review citations, view cover scans, and view or download MARC records.

Additionally, if you are using SNAP as an approval plan, this file makes ordering your multiple copies much easier. You can click on the file through Your Lists or the Book Cart and "copy to a list." Once the file is in list form, you can add your desired order quantity and send the order to BWI through TitleTales. If you would rather order through your acquisition system, brief or full MARC records from the notification can be downloaded into your system. This allows you to place your order and eliminate many keystrokes entering title information.

Awards and Best Books Plan

BWI's unique Awards and Best Books Plan allows you to keep up with the most important books being published. It's an efficient way to assure that your library receives titles noted as exceptional. BWI

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spotlights all the well-known awards categories, as well as several lesser-known categories. We'll keep you informed of what's happening on the artistic front line of publishing through timely shipments and notification (or notification only) of the titles that are turning heads and winning awards.

Award Winners – we monitor the major domestic and international awards granted in children's literature.

Best Books Lists – BWI offers all the major "Best Books" lists from which to choose.

State Awards & Book Lists – BWI will be more than happy to track any specific state awards and book nomination lists that you just "have-to-have" for your collection.

BWI can prevent duplication of title on your plan. In the case where a title wins multiple awards, the title will not be duplicated. If multiples are requested and a title is duplicated we will send a total of the largest amount requested.

Notification is simply providing you with advanced information regarding what titles are in your upcoming "shipment". Each week as your Awards & Best Books Plan shipment is prepared, an electronic file is created and dropped into your TitleTales Order History. Once you access this file through TitleTales, you can see what titles are on their way to your library, view detailed title information, access full text reviews and review citations, view cover scans, and view or download MARC records. Notification is dropped into your TitleTales Order History on Wednesdays.

Additionally, if you are using Awards & Best Books Plan as an approval plan, this file makes ordering your multiple copies much easier. You can click on the file from TitleTales Order History and "copy to a list". Once the file is in list form, you can add your desired order quantity and send the order to BWI through TitleTales. If you would rather order through your Acquisition system, brief or full MARC records for the "notification" can be downloaded into your system. This allows you to place your order for multiple copies through your acquisition system and eliminate endless keystrokes.

Adult

EliteStreet is BWI's new acquisition plan for adult books. It is the best way to get bestselling authors' new hardcover books at the same time as they arrive at bookstores around the country. Choose from a list of your favorite authors and in addition, tell BWI other bestselling authors you would like to include on a Standing Order Plan. As new titles by your selected authors are published, BWI will obtain the quantities necessary. In advance of your shipments, you'll receive an electronic file in your *complimentary* TitleTales account notifying you of the titles being shipped. BWI works with publishers to rush new works hot off the press and BWI expedites the shipments to its customers. BWI provides notification of forthcoming titles every two weeks. The Library selects and orders on a regular basis before the order due date to allow for street date delivery.

EliteStreet titles are also available in large print and audio formats of Playaway, CD, and cassette in unabridged and abridged editions.

B. Selection Lists:

BWI can provide suggested selection lists in each collection area, either in electronic or print form, from which the library may select titles. Lists will include, at a minimum, the following fields: ISBN, Binding, Price, Classification number, Author/Editor, Title and subtitle, Edition statement, Publisher, Date of publication/copyright, Series, Total cost of the list, Total cost after discount, Audience (age), Genre.

BWI's database for selection list creation, TitleTales, is developed and edited on a daily basis to maintain a high level of accuracy and consistency. Selection lists are provided from our Collection Development Department, who utilize many sources (journal reviews, awards list, core lists, etc.) to provide high quality lists to our customers. Our MLS degreed librarians and professionals are thoroughly knowledgeable in literature and the publishing field. Authority control of name forms is provided by our MARC database collection.

TitleTales is available for the Library's use 24 hours/day, 7days/week. TitleTales displays all of BWI's publications, catalogs and bibliographies designed to help public libraries acquire the newest titles from all the popular authors and illustrators. All titles are selected by BWI's MLS-degreed librarians:

BWI's selection lists include the following standard fields:

- Ordering field for quantity selection
- ISBN/ISSN
- Title and subtitle
- Author/Editor
- Illustrator
- Publisher
- Binding
- Date of publication/copyright
- Grade level
- Price
- Dewey Number for Nonfiction
- Review Citations
- Annotation

The availability and accuracy of all bibliographic information is checked and re-checked by our staff of specialists with combined years of experience.

BWI's selection lists are updated on a daily basis. BWI provides the following categories of selection lists on TitleTales:

Core Selection Lists (this includes 43 different in-depth bibliographies)

Special Topics Lists (includes 32 different in-depth bibliographies and changes regularly)

Awards and Best Lists (includes 66 different in-depth bibliographies)

State Awards Lists (includes 187 different in-depth bibliographies)

World Language (includes over 243 different languages represented)

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View Displays (fantastic for the bookstore format)
eBooks (includes 34 different in-depth bibliographies)
Graphic Novels (includes 15 different in-depth bibliographies)
Adult Services (includes 41 different in-depth bibliographies)
BeeWee Bound (includes 26 different in-depth bibliographies)
PLAYAWAY (Lists of existing titles and lists of not yet published titles)

The core lists can be manipulated to meet the needs of the Louisville Free Public Library, with free assistance from our Collection Development Department. The Louisville Free Public Library can also manipulate the core lists on TitleTales, or merge additional lists with the core lists, to create specific selection lists.

In addition, BWI can generate a customized list on *any subject* requested and post it to the appropriate Louisville Free Public Library TitleTales account.

BWI can also customize selection lists, to include the following additional information; discount, price after discount, review citations and popularity ratings.

The Louisville Free Public Library can create selection lists using BWI's bibliographic database or BWI's Collection Development Department can create customized lists following specifications supplied by the Library.

These lists can be used by Louisville Free Public Library Selection staff for replacement buying and enhancement of existing library collections. BWI can create any list required by Louisville Free Public Library. The Library will be able request selection lists that are based on orders previously placed with BWI.

Monthly Publications: The following are available in PDF Format on TitleTales for viewing and printing and introduce prepublication and new items:

What's New in Hardcover Top Picks: A selective list of noteworthy children's and young adult titles that are chosen for their overall quality, the reputation of the authors and illustrators, subject content and the appropriateness of the title for public library collections. Titles listed are one month pre-publication.

eNews is BWI's electronic newsletter published twice a month that provides our Public Library customers with Publisher News, Collection Development Information, & BWI's Electronic Updates! You can read all the editions of the newsletter beginning with the most current, by clicking on TitleTales. If you or any of your colleagues would like to be on the eNewsletter mailing list, please contact us at enews@bwibooks.com for a free subscription. BWI does not share our customer information outside the company.

Elite Street Bestseller Monthly lists: BWI provides a list of the top 300 bestselling authors on a monthly list of forthcoming new releases. We update these lists as soon as we have confirmation via publishers.

Pre-Selection Services: The Louisville Free Public Library can create selection lists using BWI's bibliographic database or BWI's Collection Development Department can create customized lists following specifications supplied by the Louisville Free Public Library.

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Pre-selection Services are available for any format of material. English and Spanish language materials are available. The library starts the process by preparing profiles of their selection needs, quantities, budget, and term for ordering and submits to BWI. Collection Development Librarians will carefully prepare review lists for the library based on the profiles. Selected titles may be 1-9 months in advance of publication. The Library may automatically receive pre-selection orders or has the option to review pre-selection lists prior to order. Lists can easily be sent to/through the library interface offering the library the ability to monitor their encumbrances and display early on-order information in their PAC.

There are many advantages to Pre-selection Services:

- The library's pre-selections will beat the journal review process, allowing their orders to jump to the beginning of the queue for titles.
- The breadth of pre-selection is much wider than the small amount of titles that are reviewed. Publishers chosen for this program are very reputable standard publishers/producers. The library may also add customized local or small publishers/producers to the plan.
- Centralized pre-selection saves time for the library.
- The library has complete review and continual input to Pre-selection Service, with the ability to work with Collection Development librarians to tweak as you go.

Collection Development librarians are dedicated to providing *complimentary* bibliographies that will enhance and streamline the Library's selection and acquisitions process. Each bibliography is extensively researched, and our qualified staff combines personal knowledge with the professional expertise of referencing sources and reviews to create the most current, easy-to-use selection lists featuring the highest quality titles. For enhanced Customized Collection Development Services, there is a cost of \$60.00 per list.

Trina Rushing: Manager of Collection Development:

Phone: 800.888.4478 ex-229

Fax: 800.888.6319

E-mail: trushing@bwibooks.com

INVENTORY:

BWI has in stock inventory that includes paperback and hard cover; juvenile, young adult and adult non-fiction in all Dewey subject ranges, fiction, reference materials and mass market paperbacks; juvenile picture, easy reader, board books and read-alongs. BWI has over 50,000 publishers/producers available as resources from which to purchase book and non-book materials. This includes new releases, and backlist children's, young adult and adult titles, materials in Spanish, world language titles, as well as bi-lingual titles, and small press titles. BWI's average in stock inventory includes 65,000 print titles with 1,000,000 volumes.

TitleTales is BWI's complementary web based electronic title database and features the largest selection of currently available titles found anywhere. If the Louisville Free Public Library does not find a specific title on TitleTales, this title can be added manually and BWI will provide that title to the Library,

as long as it is available from the publisher. TitleTales provides the status of titles that are out of print, titles that are publisher out of stock, and titles that need to be ordered directly from the publisher.

The Louisville Free Public Library can have instant access to over:

- Over 700,000 children's and YA book titles
- Over 4,000,000 adult book titles
- Approximately 50,000 BeeWee titles
- Approximately 14,000 Distinct Graphic Novel titles
- Over 50,000 Publishers/Producers
- Over 28,000 ebooks
- 1,164 series on Standing Order Plan
- 252 Graphic Novel series on Standing Order Plan

TYPES OF MATERIALS TO BE SUPPLIED:

BWI is able to supply trade books and paperbacks, university press books, mass market paperbacks, and juvenile books with reinforced bindings.

Adult:	Trade hardbacks	\$24.99 and under – 40%
		\$25.00 and over – 42%
	Trade paperbacks	\$24.99 and under – 40%
		\$25.00 and over – 42%
	Short discount books	0% - 15% *
	Mass market paperbacks	35%
Juvenile:	Trade hardbacks	\$24.99 and under – 40%
		\$25.00 and over – 42%
	Reinforced bindings	20%
	Short discount books	0% - 15% *
	Trade paperbacks	\$24.99 and under – 40%
		\$25.00 and over – 42%
	Mass market paperbacks	35%

An average discount that may be realized overall is 38% without including short discount material.

* On a consistent basis, **less than ½ of 1%** of items that BWI provides require a service fee. This fee is only applied when BWI is extended no discount from the publisher. Should the Library purchase items that require this fee, these titles will incur a Special Acquisitions Cost of \$5.95 (1 copy), \$8.95 (2 copies), or \$10.95 (3 or more copies) **per title**. The special acquisition cost will be determined on a case by case basis, when we receive the item(s) from the publisher.

While this is not going to affect a large number of titles that Louisville Free Public Library will be ordering, the library does have options regarding the Special Acquisitions Cost. The library can opt to automatically cancel titles incurring this cost. This can be modified through Account Profiles at BWI Customer Service. And, the library has the option to show titles that incur the SAC at the time of selection. Your Regional Account Manager, Eileen Armour, can set this up, per library request.

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VENDOR-SUPPLIED PROCESSING:

BWI can provide any processing that is required by Louisville Free Public Library. BWI offers a full range of completely customized processing options. We can easily handle the most complex specifications. BWI can provide any processing or partial processing that the Library requires. BWI specializes in customizing a library's processing needs. Kyle will be happy go over the various options and pricing available for your library.

Kyle Bachman-Johnson

Phone: 800.888.4478 ext. 481

Fax: 800.888.6319

E-mail: kbachmanjohnson@bwibooks.com

Cherry Smith is the Manager of the Processing Department.

Cataloging:

BWI provides both copy and original cataloging for print media. Records provided adhere to AACR2002, MARC 21, 3rd edition, and Library of Congress Rule Interpretations. Items can be classified according to either the Dewey Decimal or Library of Congress schemes. Exact record matches are generally established on the basis of author, title, and publisher, however BWI will use the match points preferred and specified by the library. Similarly, the library's needs dictate whether additional databases are searched. BWI searches OCLC (under Third Party Agreements) and library webpacs if indicated. BWI records are customized according to the customer's specifications and may include holdings records in a designated field.

MARC record

'Best available'/generic downloadable from TitleTales for	\$0.25 each
Guaranteed full record verified accuracy	\$0.99 each
OPAC searches and OCLC searches	\$1.00
Added holdings	\$0.20 per item

BWI's MARC records are professionally enhanced and we will provide the Library with machine-readable bibliographic records for all the titles we supply and we make them available to you via e-mail, FTP or TitleTales. In addition, we can work directly in your system with your bibliographic records. Our MLS-degreed staff customizes your cataloging precisely to your specifications.

BWI conforms to current cataloging standards and uses the following cataloging tools:

- OCLC Bibliographic Input Standards
- Anglo American Cataloging Rules, 2nd ed. 2002 rev.,
- Library of Congress Format for Bibliographic Data
- LC Subject Headings
- LC Authority files
- Dewey Decimal Classification 22nd ed.

BWI's professional catalogers use Library of Congress MARC records and manually match them to book in-hand when records exist. Original MARC records are created when one does not exist.

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BWI and the Library's Cataloging Department will establish matching criteria for MARC records. Generally 5 fields are required. Those fields are as follows:

1. ISBN
2. Author / Title
3. Publisher
4. Copyright Date
5. Edition

OCLC & PROMPTCAT

BWI recognizes that sometimes a library system requires OCLC records. BWI can provide the Library with OCLC bibliographic records, through a combination of PromptCat MARC record delivery and a Third Party Vendor Agreement. The Third Party Vendor Agreement allows BWI to log into OCLC's database under the Library's login and password in order to search, edit and download records.

In addition, BWI will add the Library's holdings to OCLC's WorldCat database, through a combination of PromptCat MARC record delivery and a Third Party Vendor Agreement. It is also possible for BWI to update OCLC holdings while providing BWI records.

MARC Record Services from BWI

Type: Brief

Description: Used as an acquisitions placeholder in library's local system. Standard fields are: Control number, ISBN, Dewey, Author, Title, Publisher, Pub Date. Additional fields can be added to improve acquisitions: 049 with source code, 09X ON Order, price in a specific place, 9XX tags for fund, collection, and location codes.

Pricing: no charge

Delivery: TitleTales download

Type: Rapid Response - Books only

Description: Best available record at the time the library's order is shipped. No custom editing. Mix of full and brief records is available as part of this service but library must advise BWI of what they want (full only or mix) so that we may program accordingly.

Pricing: \$.25 per record

Delivery: TitleTales download (NO CHARGE)

Type: Customized Full

Description: Record created according to library specifications by professional MLS-degreed librarian. Conforms to accepted cataloging practices and always meets industry standards.

Pricing: Based on library specifications

Delivery: TitleTales download (NO CHARGE)

Delivery: FTP Free

Delivery: email attachment Free

Delivery: Online access to customer OPAC, pricing varies

Also available:

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1. BWI is an **OCLC PromptCat** Partner. Once the library signs a PromptCat agreement with its Regional OCLC Network, copies of invoices for print items ordered from BWI will be sent to OCLC. In turn, OCLC will deliver an available cataloging record and set the library's holdings on WorldCat. Pricing will vary depending on the Regional OCLC Network.

2. Through the **OCLC Third Party Agreement**, BWI can search the WorldCat database and also set holdings for library customers if a book or AV record exists using the library's login. If no record exists, BWI can create and load an original record into World Cat for the library. Contact BWI for specific details and pricing.

Carol Macmann is the Manager of Cataloging and Bibliographic Services.

MULTIPLE ACCOUNT NUMBERS:

BWI will accept multiple account numbers for the Library and will invoice each account separately.

PLACEMENT OF ORDERS:

The Library will be able to access TitleTales directly from the Polaris system. BWI supports the EDI X12 version 4010 standard compatible with the Polaris system for electronic ordering, receiving and invoicing at no charge.

This is how BWI interfaces electronically with Polaris:

1. The library can download brief or full MARC records from TitleTales. We can customize their download and add the Polaris 970 tag, which holds their distribution information.
2. They can import the MARC records into Polaris which automatically creates a purchase order.
3. They may then send the order to us electronically. Polaris uses the X12 format to send / receive electronic documents.
4. We send back an electronic X12 acknowledgement within 30 minutes of receiving their order(s). If the library is using version 3.2 or higher, we can also provide them with electronic invoices. Electronic invoices become available on the evening that Shipping sends the library's order out our back door.

BWI will accept orders from the Library via phone, fax, mail, TitleTales, electronic orders, typed lists, order slips, and generally in any form.

BWI will provide the following modes of communication to the Library:

- BWI website: www.bwibooks.com
- BWI Regional Account Manager, Eileen Armour
- Company-wide e-mail
- Company-wide voice mail
- FTP
- TELNET

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- Toll-free phone number 800-888-4478
- Toll-free Fax number 800-888-6319

BWI understands that ordering books and materials can be as challenging as selecting the titles themselves. We also realize that your time is very important to you and your library. In an effort to make your ordering process as fast, flexible, and simple as possible, BWI gives you choices for ordering electronically.

Our Computer Services Department is highly skilled and dedicated to finding the best method possible for your electronic ordering needs.

BWI provides EZ-Dial, which allows you to dial into our system via modem, and EZ-FTP, which allows you to send electronic orders via the Internet.

These services are provided without cost, and are also provided with technical service support from our Computer Services department.

Purchase Order Acknowledgment: BWI can provide a Purchase Order Acknowledgment that will inform the Library about the titles that have been placed on order. The Purchase Order Acknowledgment can be delivered as text e-mail or as HTML formatted e-mail. TitleTales delivery options include a text delimited file (similar to "Download as Text" in Your Lists), and view and print (similar to "View Order" in Order Cart > View Order History). Electronic orders can receive a POA within 2 hours. We can also fax or mail your Purchase Order Acknowledgment within 24 hours of receiving the order.

TitleTales

TitleTales is BWI's *complimentary* web based electronic title database and features the largest selection of currently available children's, young adult and adult books and audio visual titles found anywhere. TitleTales will allow the Library to create selection lists per unique parameters, place orders via the Internet, or import MARC information into your automation system to create order records. TitleTales includes:

- Per title grid allocation for multiple selectors, branches (or agencies) with fund and/or collection codes. This feature also allows one click title allocation to user defined agency groupings.
- Instant access to over 640,000 children and young adult titles
- Instant access to over 39,000 graphic novel titles
- Instant access to over 4,000,000 adult titles
- Instant access to over 1,000,000 AV items in all formats including Videos, DVD's, Music, Audio Books and PLAYAWAY Digital Audio Books
- Simple and advanced collection development searches
- Enhanced bibliographic information
- Instant access to BWI's core bibliographies prepared by BWI's MLS degreed children's and young adult specialists, and adult specialists
- Order and list management options
- Unlimited list capacity, exceptional flexibility and de-duping ability
- Advance (pre-pub) notice of and upcoming titles

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- Electronic acquisitions with order history
- *FREE* full text media reviews from AudioFile, Booklist, Kirkus, Horn Book, Library Journal, Video Librarian, School Library Journal, VOYA, Science Books and Films, Criticas, and Publishers Weekly
- *FREE* brief MARC record download capability
- Full MARC record download availability
- Online access to Children's and Young Adult Standing Order Plans
- Online access to Children's Video Standing Order Plan
- Online management of juvenile plans (book and video) which includes the capability to add or delete series, update quantities, view and/or print Plan summaries and cost estimates, and budget management.
- Online access to advance notification for Standing Orders, Awards and Best Books Plan, SNAP shipments, Billboard Plan, AV Review Plan, Music Artists, and Elite Street shipments
- Selection list(s) download capability
- Share lists capability
- Preview full color book covers for over 583,000 titles
- Preview full color AV covers for over 647,000 titles
- Over 473,000 titles with OCLC MARC
- Inside page scans of Graphic Novels and picture books.
- Select 'First Chapters' for some titles
- Any media item in print that is available to a vendor is available for ordering
- PACheck: the ability to check your OPAC to see if you already hold the title in your collection

TitleTales is an interactive ordering system and can be used to search titles by any combination of the following criteria:

- Title
- Author/Artist
- Subject
- Series
- ISBN
- Bisac subject search
- Vendor catalog number
- UPC
- Accelerated reader by level, by points, or by quiz number
- Key Word
- Exact Title
- Illustrator
- Publisher/Vendor
- BWI's Core Bibliographies
- State Awards Lists
- Awards and Best Books Lists